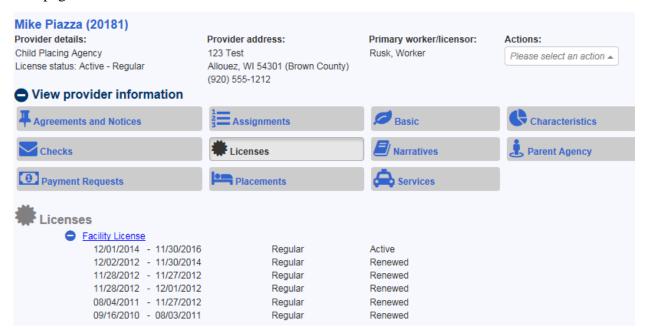
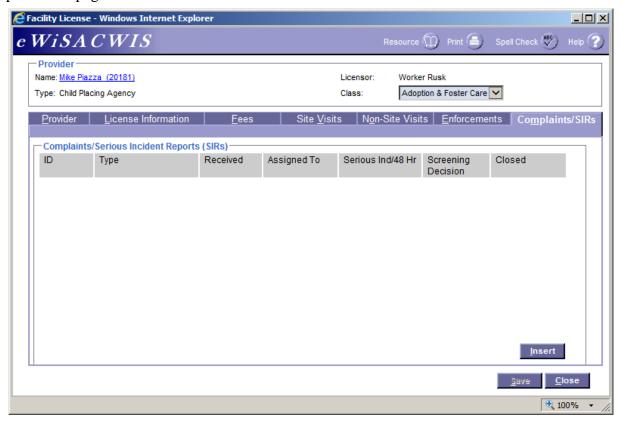
Documenting a Facility Complaint/Serious Incident Report

Note: In order to document a facility complaint or serious incident report, you need an assignment to the provider record.

1. From your desktop, click on the Providers tab. Click on the View provider information icon for the appropriate provider. Click on the Licenses button. Then click the <u>Facility License</u> hyperlink to open the Facility License page.



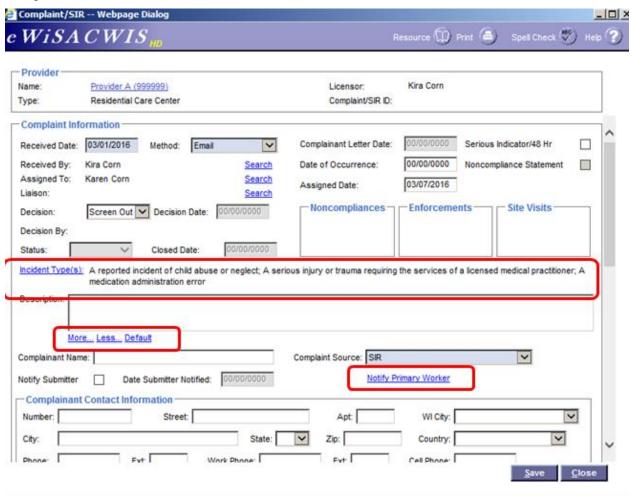
2. On the Facility License page, click on the Complaints/SIRs tab. Click the Insert button. This will open the Complaint/SIR page.



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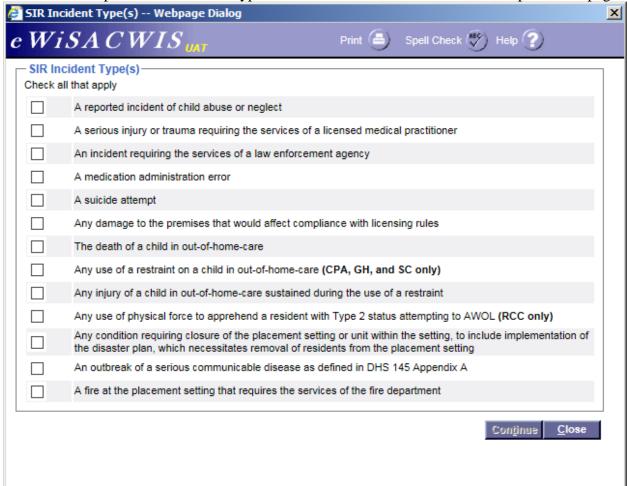
- 3. Enter the Received Date and select a method. If the Method = Letter, the Complainant Letter Date will fill with the same date as the Received Date. If applicable, select the Serious Indicator/48 Hr checkbox. Enter the Date of Occurrence. If the complaint/SIR is later associated to a site visit where the Action = 2544 Issued or a Noncompliance Statement and Correction Plan, the Noncompliance Statement checkbox will be checked. The Assigned Date fills with today's date. If the complaint/SIR is later associated with a noncompliance, enforcement, or site visit, the Noncompliance, Enforcements, or Site Visits box, respectively, will display a link to the noncompliance, enforcement, or site visit. Clicking the hyperlink will open the associated noncompliance, enforcement, or site visit.
- 4. If applicable, search for the liaison by selecting the Search hyperlink.

Note: You can update the Received By and Assigned To workers by clicking the <u>Search</u> hyperlink to the right of the associated field.



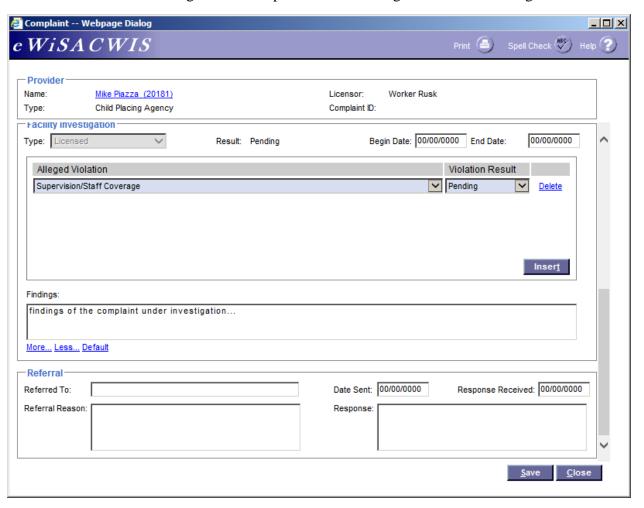
5. Select a Decision and enter the Decision Date. The "Incident Type(s)" hyperlink dynamically displays once a "Decision" has been documented other than the default value of pending.

6. Click on the Incident Type hyperlink, which displays the "Incident Type(s)" page where the worker can select multiple Serious Incident types. The selections are visible on the Complaint/SIR page as static text.

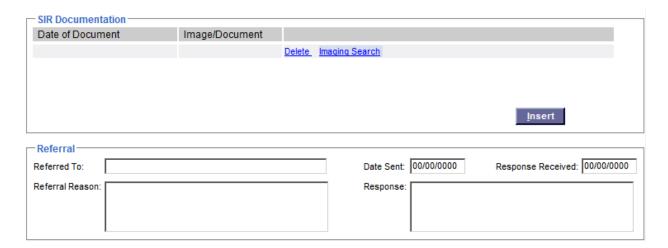


7. Enter the description of the complaint/SIR. Document the Complainant Name and Complaint Source. If the complainant would like to be notified of the result of the complaint, select the Notify Submitter checkbox. When applicable, enter the Date Submitter Notified. Complete the Complainant Contact Information group box by entering the address and phone information for the complainant.

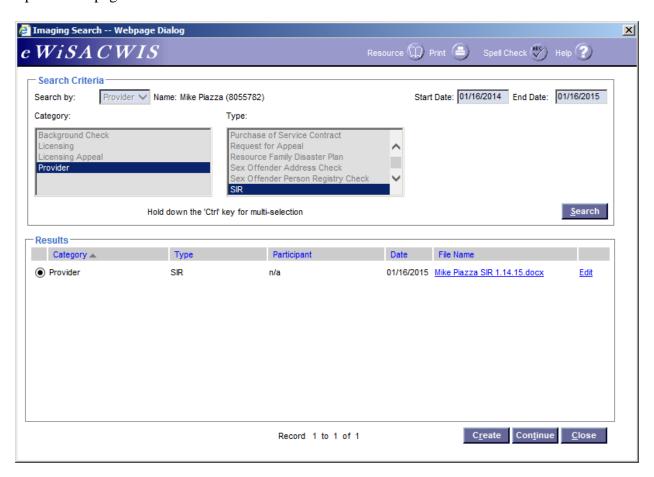
8. In the Facility Investigation group box, the Type defaults to "Licensed" since this was created from the Facility License page. The Result field will update based on the information that is documented below for the Violation Result. Select the appropriate Alleged Violation. Click the Insert button to add additional alleged violations. After the investigation is complete, update the Violation Result for each Alleged Violation. Document the findings of the complaint/SIR and allegations in the Findings box.



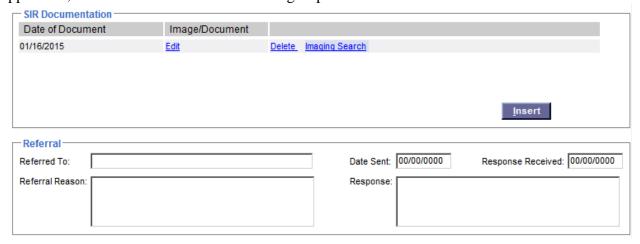
9. If the Complaint Source is SIR, the SIR Documentation group box will appear. Click the <u>Imaging Search</u> hyperlink to add the SIR image.



10. On the Imaging Search page, eWiSACWIS will look to see if any SIR images have been added to eWiSACWIS in the past month. If none have been added, you will receive a message stating there is no matching data found for your criteria specified. You can add a new image by clicking the Create button. If an image already exists, click the radio button next to the image and click Continue to return to the Complaint/SIR page.

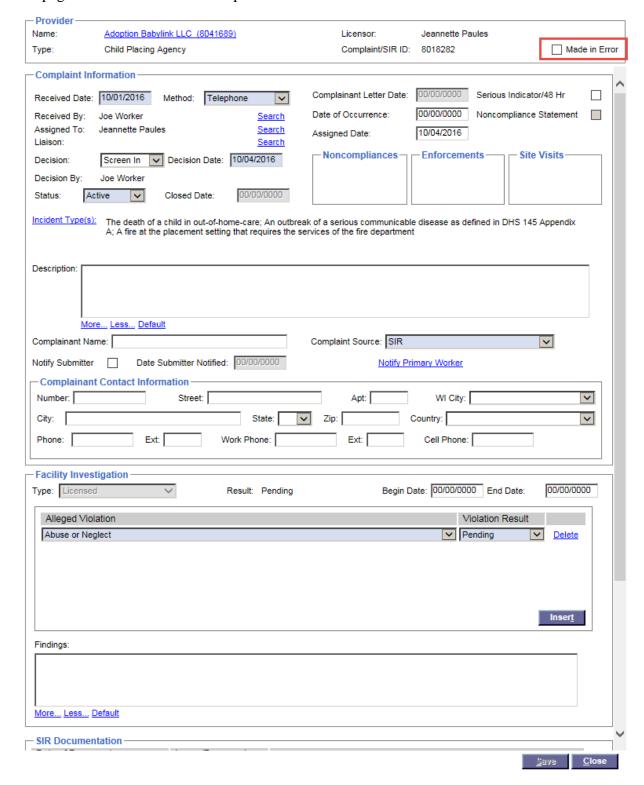


11. If applicable, enter information in the Referral group box.



12. Click Save to save the complaint/SIR. Click Close.

Note: Once a complaint/SIR has been saved, a Made in Error checkbox appears at the top of the page. See page 7 on how to make a complaint/SIR in error.



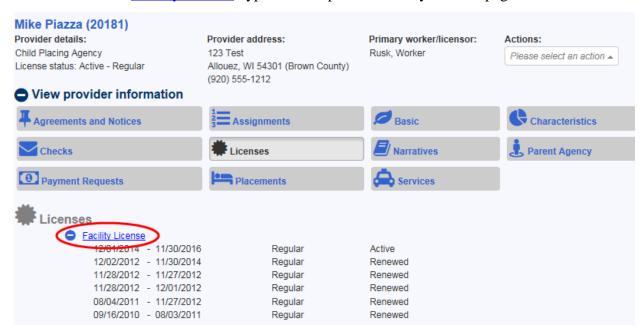
13. You can access the complaint/SIR at any time by clicking the ID hyperlink.



Making a Complaint/SIR in Error

Once a complaint/SIR has been saved, a Made in Error checkbox appears on the Complaint/SIR page.

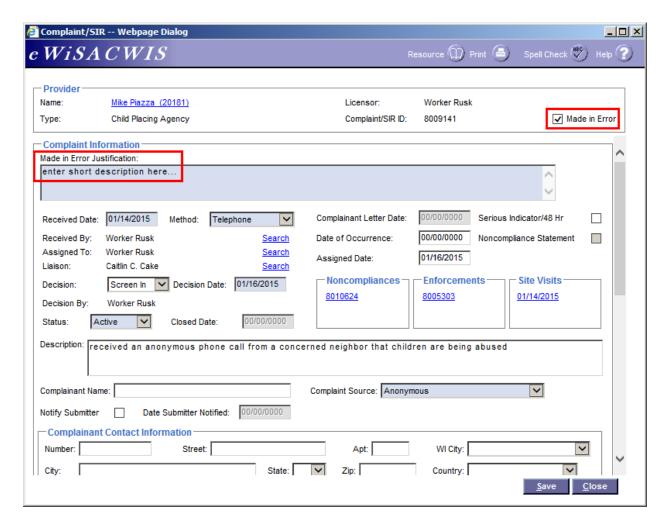
1. To make a complaint/SIR in error, access the appropriate complaint/SIR. From your desktop, click on the Providers tab. Click on the View provider information icon for the appropriate provider. Click on the Licenses button. Then click the Facility License hyperlink to open the Facility License page.



2. Click on the Complaints/SIRs tab. Click the ID hyperlink for the complaint/SIR you would like to make in error. This will open the Complaint/SIR page.



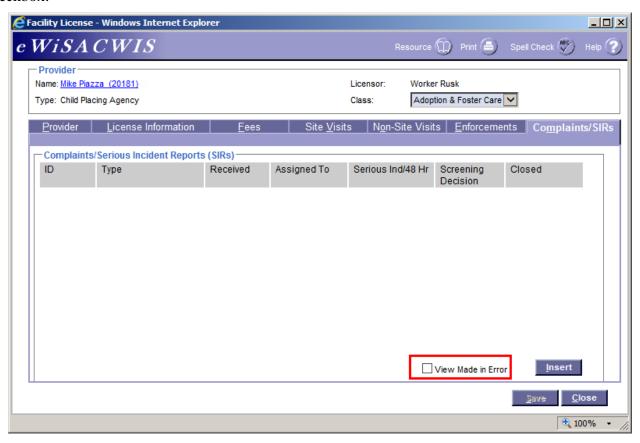
3. On the Complaint/SIR page, click the Made in Error checkbox. A Made in Error Justification field will appear. Enter a short description of why this complaint/SIR is being made in error.



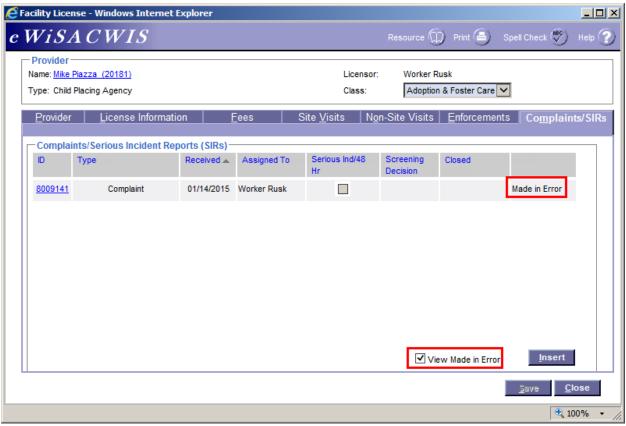
4. Click Save. This will freeze the record and no additional updates can be made. Click Close to return to the Facility License page.

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5. If a made in error complaint/SIR exists for this provider, a "View Made in Error" checkbox will appear on the Complaints/SIRs tab. To view the made in error complaints/SIRs, click the View Made in Error checkbox.



6. After you have selected the View Made in Error checkbox, all made in error complaints/SIRs for this provider will appear.



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